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APPLICANTS

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**** CONTINUING DATA *******

This application is a CIP of 10/602,804 06/24/2003 which is a CON of 09/442,207 11/16/1999 PAT 6,628,777

yes P.S

**** FOREIGN APPLICATIONS *******

NONE P.S

IF REQUIRED, FOREIGN FILING LICENSE GRANTED SMALL ENTITY ****

** 03/18/2004

Foreign Priority claimed 35 USC 119 (a-d) conditions met	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance	STATE OR COUNTRY GA	SHEETS DRAWING 18	TOTAL CLAIMS 37	INDEPENDENT CLAIMS 6
Verified and Acknowledged	Examiner's Signature <i>R-S</i> Initials				

ADDRESS

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TITLE

Managing the rate of delivering performance interventions in a contact center

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